

## Environmental Communications Procedure

### **PURPOSE AND SCOPE**

This procedure ensures that all communications received by the organisation from external parties relating to its environmental performance are responded to in a timely professional manner.

The procedure also addresses the requirements for communication within the organisation relating to the environment.

### **RESPONSIBILITY**

Any member of staff receiving environmental complaints or communications from external parties shall pass them to the Director for investigation and action.

The Director has the main responsibility for responding to requests but shall seek advice if necessary. The Director is responsible for circulating environmental information within the organisation and maintaining the "communication log".

### **EXTERNAL COMPLAINTS**

Any member of staff receiving a complaint about environmental performance from an external source shall direct the complainant to the Director.

The details of the complaint shall be entered on an Environmental Complaint Form, with the following information being recorded:

- Complainant's name, address and telephone number.
- Details of the complaint.
- Day and time the problem occurred.

The complaint shall be explored in sufficient detail for the likely source of the problem to be identified.

The Director shall investigate the complaint; this shall include consideration as to whether the incident is likely to create an environmental hazard.

The complaint shall be followed up as a 'Nonconformance, corrective and preventive action'.

The Director shall respond to the complainant in writing (letter or email), with 24 hours of receiving the complaint, if more time is required then this will be communicated to the complainant to ensure they are aware of the delay. All communications shall be documented and filed.

### **REQUESTS FOR INFORMATION**

Requests for information, either from trading partners e.g. customers, or the public, shall be directed to the Director. The Director may need to confer with the senior management if there is any doubt about how to reply, e.g. the matter may be confidential. The Director shall respond to the enquirer in writing (letter or email) within 1 weeks from receipt of request. All communications shall be documented and filed.

If appropriate, the Director shall release an 'uncontrolled' copy of the Environmental Policy or the Environmental Management Manual.

Note that the Environmental Policy shall be freely available to the public and other interested parties on request.

### **INTERNAL COMMUNICATIONS**

The requirements of the environmental management system are communicated to all staff through:

- Training
- Health, Safety & Environmental meeting minutes
- Notice boards
- The distribution of Operating Procedures and Work Instructions.



Any defects found in the operation of the environmental management system requiring immediate attention shall be circulated by memo.

All employee requests for environmental information or if improvement suggestions shall be responded to by the Director as required. Concerns/hazards are also reported to the Director. All employees are made aware of this process on induction.

#### **COMMUNICATION WITH REGULATORS**

The Director shall be the organisation's representative in all dealings with the regulators e.g. Environment Agency, local authority.

Samuel Rayner

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